CROSSWIND
CLOUD SOLUTIONS

Yealink T31P E2 Quick Reference Guide
V1.1

Power LED Indicator:
Indicates Call, message, and phone's system status

Line Keys

Soft Keys

OK Button

Navigation Keys

Mute

Voicemail

Headset

Speaker

Redial

Transfer

Volume Key:
adjust handset, headset, and speaker volume

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number and press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press 🔊 .
2. Enter the number and press the **Send** soft key.

Using the headset:

1. With the headset connected, press 🎧 to activate the headset mode.
2. Enter the number and press the **Send** soft key.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press 🔊 .

Using the headset:

Press 🎧 .

💡 You can reject an incoming call by pressing the Reject soft key.

If you need assistance, please contact Crosswind VoIP Support by emailing
support@crosswindsupport.com **or by calling (888) 920-5685**

Ending a Call

Using the handset:

Hang up the handset or press the **EndCall** soft key.

Using the speakerphone:

Press 🔊 or the **EndCall** soft key.

Using the headset:

Press the **EndCall** soft key.

Redial

- Press 🔄 to enter the **Placed Calls** list, select the desired entry, and press 🔄 or the **Send** soft key.
- Press 🔄 twice when the phone is idle to dial out the last dialed number.

Call Mute

- Press 🔇 to mute the microphone during a call.
- Press 🔇 again to un-mute the call.

Call Conference

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and press the **Send** soft key.
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **EndCall** soft key to disconnect all parties.

💡 You can split the conference call into two individual calls by pressing the Split soft key.

Volume Adjustment

Press 🔊 to adjust the volume.

Call Hold

To place a call on hold:

Press the **Hold** soft key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, select the desired call, and press the **Resume** soft key.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press 🔀 or the **Trans** soft key during a call.
2. Enter the number you want to transfer to.
3. Press 🔀 or the **B Trans** soft key.

Semi-Attended Transfer

1. Press 🔀 or the **Trans** soft key during a call.
2. Enter the number you want to transfer to, and press the **Send** soft key.
3. Press 🔀 or the **Trans** soft key when you hear the ring-back tone.

Attended Transfer

1. Press 🔀 or the **Trans** soft key during a call.
2. Enter the number you want to transfer to, and press the **Send** soft key.
3. Press 🔀 or the **Trans** soft key when the second party answers.

Call History

1. Press the **History** soft key when the phone is idle, press ⌃ or ⌄ to scroll through the list.
2. Select an entry from the list, you can do the following:
    - Press the **Send** soft key to call the entry.
    - Press the **Delete** soft key to delete the entry from the list.

Park Calls / System Hold

When on a call, press the **Park** button, which will park the call, and the **Park** button will now flash red on any phone with that button.

Pick Up Parked Call:

To pick up a parked call, press the **Park** button that has the red flashing light.

Place Caller on Exclusive Hold:

Press **Personal Hold** then the line button will flash green. This call will be on hold on your phone only.

Listen & Whisper

The listen feature this gives you the ability to listen into a phone conversation between an employee and another caller. The **Listen** feature can be accessed by hitting the Listen key, or by dialing ***7790** + **extension**. The whisper feature allows you to talk to the employee without the caller hearing what you are telling them. The **Whisper** feature can be accessed by hitting the Whisper key or by dialing ***7791** + **extension**. To use this and the whisper feature, you must be given permissions. If you need assistance with this feature, please contact support.

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